

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Uh, this is Tommy Montgomery. I need to check on my... It says something about an error. See what's going on there. So... Hello? Oh, I'm here, sir. You calling to- I'm s- checking on, uh, see- Can you repeat the reason- You what, now? Can you repeat, um, the reason you're calling? I got my email to, to do my activation because my insurance come in effect on my phone. Okay. And, um, it says, it's going back from an error. Can you check, see what's going on there? Sure. What's the name of the staffing agency you work for? Uh, SST, Superior Skill Trades. The last four digits of the Social? 1758. Montgomery? Yeah. For security purposes, just to be sure we are in the correct file, I need to verify the complete address and date of birth. My address, 6070 Mason Road, Biloxi, Mississippi, 39532. My date of birth, 02/24/1956. Thank you for the information. We have a telephone number. 228-234-8842. And your email- Correct. ... your last name, your first name, five, number five of gmail.com. Yes, correct. You said you received an email today? No, yesterday. Okay. They told me it couldn't send me no cards yet. But, I could go to my, go on my phone, but I had to go to the doctor or something to show them. I need to check, like, where you go on and log in. It says something, error. I need to find out what's going on there. Okay. So, I see that you are enrolled for you and your spouse, right? And your benefits just became effective yesterday. Um, your ID card should be arriving sometime next week. I don't see any error in your enrollment. If you need ID cards, um... Can you email me the ID cards to my phone? It can't be done today, 'cause they not available yet, sir. Yeah, that- Um, most likely will be Friday or Thursday. Okay. But- Right. How do I go about, if I want to log on and look at the activation, can I look at it, view it in there? Or how, if I need to go to the doctor, is what I'm saying? Or they just need to call you? Yes. If you need to go before you receive the information, just have them give us a call. We could let them know that your benefits are active and provide them with the information where they could submit their claim. Okay. Okay, that's all I needed to know. Thank you very much. No problem. Anything else I could do for you, sir? No, that'll be it. All right, thank you for giving us a call.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, this is Tommy Montgomery. I need to check on my... It says something about an error. See what's going on there.

Speaker speaker_0: So...

Speaker speaker_1: Hello?

Speaker speaker_0: Oh, I'm here, sir. You calling to-

Speaker speaker_1: I'm s- checking on, uh, see-

Speaker speaker_0: Can you repeat the reason-

Speaker speaker_1: You what, now?

Speaker speaker_0: Can you repeat, um, the reason you're calling?

Speaker speaker_1: I got my email to, to do my activation because my insurance come in effect on my phone.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um, it says, it's going back from an error. Can you check, see what's going on there?

Speaker speaker_0: Sure. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, SST, Superior Skill Trades.

Speaker speaker_0: The last four digits of the Social?

Speaker speaker_1: 1758.

Speaker speaker_0: Montgomery?

Speaker speaker_1: Yeah.

Speaker speaker_0: For security purposes, just to be sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: My address, 6070 Mason Road, Biloxi, Mississippi, 39532. My date of birth, 02/24/1956.

Speaker speaker_0: Thank you for the information. We have a telephone number. 228-234-8842. And your email-

Speaker speaker_1: Correct.

Speaker speaker_0: ... your last name, your first name, five, number five of gmail.com.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: You said you received an email today?

Speaker speaker_1: No, yesterday.

Speaker speaker_0: Okay.

Speaker speaker_1: They told me it couldn't send me no cards yet. But, I could go to my, go on my phone, but I had to go to the doctor or something to show them. I need to check, like, where you go on and log in. It says something, error. I need to find out what's going on there.

Speaker speaker_0: Okay. So, I see that you are enrolled for you and your spouse, right? And your benefits just became effective yesterday. Um, your ID card should be arriving sometime next week. I don't see any error in your enrollment. If you need ID cards, um...

Speaker speaker_1: Can you email me the ID cards to my phone?

Speaker speaker_0: It can't be done today, 'cause they not available yet, sir.

Speaker speaker_1: Yeah, that-

Speaker speaker_0: Um, most likely will be Friday or Thursday.

Speaker speaker_1: Okay. But-

Speaker speaker_0: Right.

Speaker speaker_1: How do I go about, if I want to log on and look at the activation, can I look at it, view it in there? Or how, if I need to go to the doctor, is what I'm saying? Or they just need to call you?

Speaker speaker_0: Yes. If you need to go before you receive the information, just have them give us a call. We could let them know that your benefits are active and provide them with the information where they could submit their claim.

Speaker speaker_1: Okay. Okay, that's all I needed to know. Thank you very much.

Speaker speaker_0: No problem. Anything else I could do for you, sir?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: All right, thank you for giving us a call.